FALCON
KEYSET USER GUIDE

SAMSUNG DCS SYSTEM

June 2001

TABLE OF CONTENTS

ABOUT THIS BOOK 1

THINGS YOU SHOULD KNOW 2–9

ASSEMBLING YOUR KEYSET 11

ADDING A KEYSET DAUGHTERBOARD MODULE 12

OUTSIDE CALLS

Making an Outside Call 13
Answering an Outside Call 13
Universal Answer 13
Recall/Flash 14
Busy Line Queuing with Callback 14
Cancelling Callback 14

INTERCOM CALLS

Calling Other Stations 15
Answering Intercom Calls 15
Answer Modes 15
Busy Station Callback 16
Busy Station Camp-on 16
Calling Your System Operator 16

CALL PROCESSING

Holding Calls 17–18
Transferring Calls 18–19
Transfer with Camp-On 19
Transfer to Voice Mail 19
Call Waiting 19
Conference Calls 20
Forwarding Calls 20–23
Call Pickup 23

DIALLING FEATURES

Speed Dialling 24
Programming Personal Speed Dial Numbers 24–25
One Touch Speed Dialling 25
Last Number Redial 25
Save Number with Redial 25
Chain Dialling 26
Automatic Redial/Retry 26
Pulse to Tone Changeover 26
Dial by Voice 26–27

PAGING AND MESSAGING

Making an Internal Page.....28
Making an External Page 28
All Page.....28
Meet Me Page.....29
Call Park and Page.....29
Messages—Set and Cancel.....29–30
Returning Messages.....30
Programmed Messages 30

CONVENIENCE FEATURES

Do Not Disturb 31
One Time DND 31
Mute 31
Background Music 31
Appointment Reminder/Alarm Clock 32
Door Phone Calls 32–33
Executive/Secretary Hotline 33
Group Listening 33
Account Codes 33
Locking Your Keyset 34
Off-Hook Voice Announce 34–35
OHVA Block 35
OHVA Reject 35
In Group/Out of Group 35

CUSTOMIZING YOUR KEYSET

AME BGM 36
AME Password 36
Select Ring Tone....36
Change Your Passcode 36
Set Answer Mode 37
Automatic Hold 37
Headset Operation 37
Hot Keypad 37
Key Confirmation Tone 38
Rejoining a Page 38
Ring Preference 38

DISPLAY FEATURES

Interactive Display Keys 39
Directory Information 39
Dial by Directory 40
Call Progress Displays 40
Display Number Dialled 40
Call Duration Timer....40
Auto Timer 41
Timer Function 41
Viewing Message Indications....41
Alarm Reminder Messages 41–42
Personal Speed Dial Names 42
Station Names 43
Managing Key Assignments....43
Caller ID 44–47
LCR with Clear 47

64 BUTTON MODULE WITH KEYSET

....48

SYSTEM ACCESS CODES

....49

PERSONAL SPEED DIAL NUMBERS

....50–51

ABOUT THIS BOOK

Your FALCON keyset is the most visible part of your telephone system. No matter what model keyset you are using telephone calls are handled the same way. The 28B and 18B keysets have additional conveniences that are not available to 8B keyset users. These are noted throughout this guide.

Please take the time to study this guide and to become familiar with the operation of your keyset. Keep this guide handy. You may need to look up instructions for infrequently used features.

Learning to use your keyset correctly will make everyday telephone communications a breeze.

THINGS YOU SHOULD KNOW

USER ORIENTATION

FALCON telephones are called “keysets.” They contain buttons or “keys” that are used to access or activate the many features of your office phone system. The keys with paper designation strips are programmable keys. This means they can be programmed for a specific function on your keyset and that same button can be something different on another keyset. See the system manager to get your most frequently used features assigned to your programmable keys. When changes are made, be sure that your programmable keys are relabeled properly.

Lines from the telephone company are “C.O. lines.” Calls on these lines are referred to as “outside calls.” Your system can have individual C.O. line keys or lines may be assigned to groups. When they are in a group, you access a line by dialling an access code or pressing a route button. For example, dial 0 or press a “LOCAL” key to get a local outside line. If Least Cost Routing is used, pressing the “LCR” key will automatically select a preprogrammed C.O. line according to what digits are dialled. Each line in the system is numbered, beginning with 701, then 702, 703, etc.

Direct Station Selection (DSS) keys are programmed to ring specific stations. You can press a DSS key instead of dialling the extension number. A DSS key lights red when that station is busy (Busy Lamp Indication).

Falcon keysets provide distinctive ring patterns:

- Outside calls have a double ring tone repeated.
- Internal calls have a single ring tone repeated.
- Door phone calls and alarm/appointment reminders have a short ring tone repeated very quickly.

CALL INDICATIONS

The keys on your phone have light emitting diodes (LEDs). These are tri-coloured LEDs that light green, red or amber (green and red together).

Intercom calls, also called internal calls, always appear on your CALL buttons. They will always light green. You can have up to eight CALL buttons, but at least two are recommended.

Outside calls appear on individual line keys if they are assigned. When an individual line is not assigned to its own key, it will appear on a CALL button.

Your outside calls will light green on your keyset and red on other keysets. You never lose sight of your calls while they are on hold. They stay right where you put them and are identified with a green flashing light.

Some simple rules to remember:

- Any steady LED indicates the line or feature is in use.
- A fast flashing green LED indicates a new call ringing in.
- A slow flashing green or red LED indicates a call is on hold.
- A slow flashing amber LED indicates a recall to your keyset.

SPEAKERPHONE

All FALCON keysets are speaker phones. Pressing **ANS**/**RLS** key will answer or release a call on the speakerphone. Switching from the handset to the speakerphone is easy. Press the **SPEAKER** key and hang up the handset.

VOLUME CONTROLS

The FALCON keysets use the UP and DOWN keys to adjust the ringer volume while the keyset is ringing, the speaker volume while the speakerphone is in use and the handset volume while you are listening. These three levels will be stored in memory until changed. If background music is turned on at your keyset, the volume keys will also control the level of music. The volume of pages heard through the speaker of a keyset can be adjusted during a page announcement by using the volume keys. There are 16 levels for each volume setting. The volume of off-hook ring is controlled by a user-programmable setting.

KEYSET STATUS INDICATOR

The keyset status indicator light is positioned on the top right corner of the keyset above the display. The terminal status indicator is a tri-coloured (red, green, and amber) light that provides greater visibility of your keysets status than the individual key LEDs. The terminal status indicator provides the following indications:

- Busy/Off Hook — Steady Red
- Intercom Ring — Flashing Red
- Outside Call Ring — Flashing Green
- Recall Ring — Flashing Amber
- Message Waiting — Flashing Red
- Do Not Disturb — Fast Flash Red at 1 Second Intervals

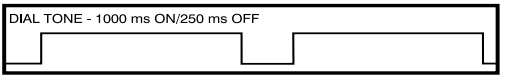
FEATURE ACCESS CODES

This user guide is written based on the default access code for using system features. If the system numbering plan has been changed some of the access codes may not be correct. Your installing company can inform you of the correct codes.

SYSTEM TONES

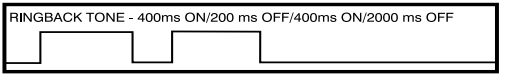
The system provides several tones to assist you. Some of these tones are already familiar to you.

Intercom Dial Tone - A steady tone that indicates you can begin dialling.



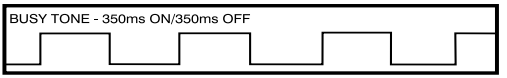
CONTINUOUS

Ringback Tone - Indicates the station you dialled is ringing .



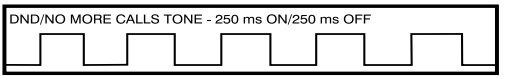
CONTINUOUS

Busy Tone - Indicates the station you dialled is busy.



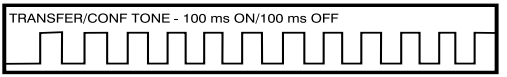
CONTINUOUS

DND/No More Calls Tone - Fast busy tone indicates the station you dialled is in the Do Not Disturb mode or cannot receive any more calls.



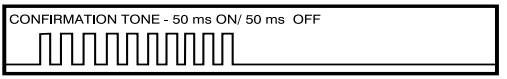
FOR TEN SECONDS

Transfer/Conference Tone - Indicates your call is being held and you can dial another party.



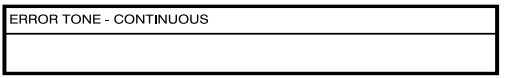
CONTINUOUS

Confirmation Tone - Very short beeps followed by dial tone indicate you have correctly set or cancelled a system feature.



FOR ONE SECOND

Error Tone- A continuous single level tone indicates you have done something incorrectly. Try again.

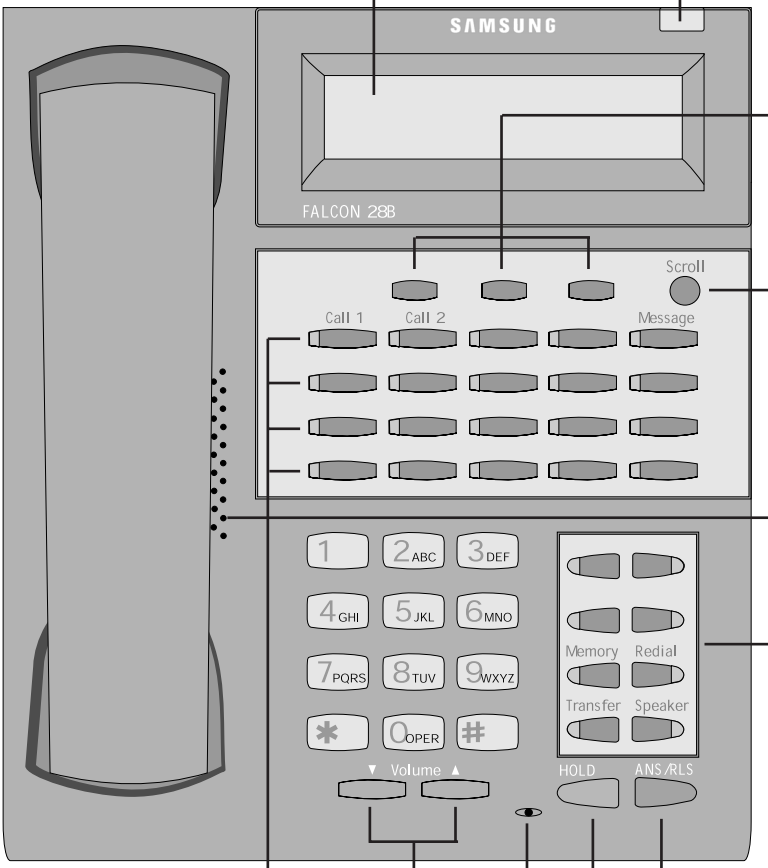


CONTINUOUS

WARNING

The handset receiver on the Keyset may retain metallic objects. Care should be taken when using the handset in the vicinity of small metal objects.

28 BUTTON FALCON KEYSET



32 CHARACTER DISPLAY
Two lines with 16 characters each.

KEYSET STATUS INDICATOR Used to provide your keyset status.

SOFT KEYS
Used to activate features via the display.

SCROLL KEY
Used to scroll through displays.

SPEAKER
For handsfree operation and ringing.

MICROPHONE
For handsfree operation.

HOLD KEY

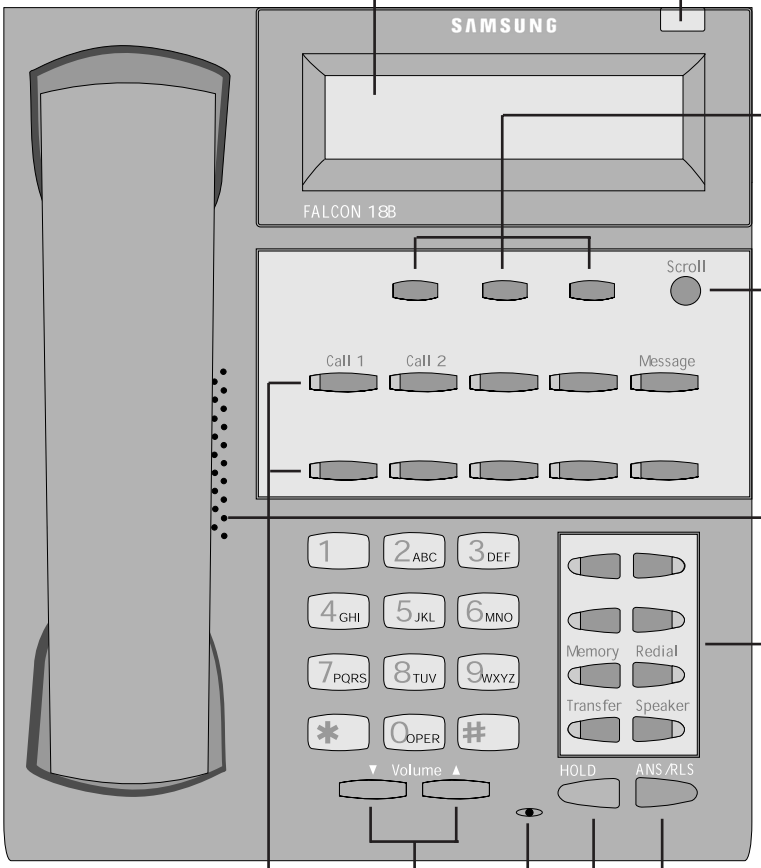
ANSWER/RELEASE KEY

20 PROGRAMMABLE KEYS WITH TRI-COLOURED LIGHTS
Used for CALL buttons, intercom calls, outside lines and many other system features.

VOLUME CONTROL KEYS Used to set independent levels for handset, speaker, background music, ring and page volumes.

8 PROGRAMMABLE KEYS WITH TRI-COLOURED LIGHTS Used to call stations directly, to indicate busy conditions of other stations, for One Touch dialling and many other system features.

18 BUTTON FALCON KEYSET



32 CHARACTER DISPLAY
Two lines with 16 characters each.

KEYSET STATUS INDICATOR Used to provide your keyset status.

SOFT KEYS
Used to activate features via the display.

SCROLL KEY
Used to scroll through displays.

SPEAKER
For handsfree operation and ringing.

MICROPHONE
For handsfree operation.

HOLD KEY

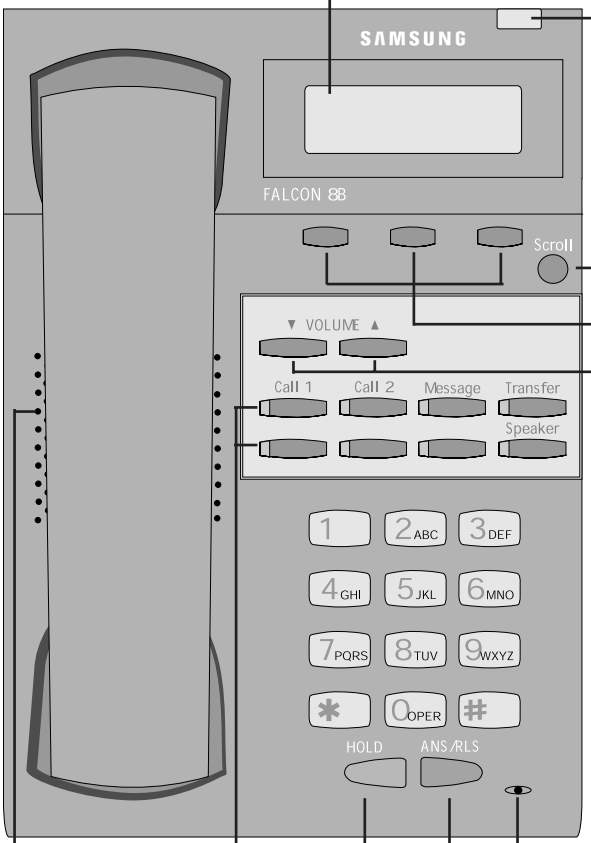
ANSWER/RELEASE KEY

10 PROGRAMMABLE KEYS WITH TRI-COLOURED LIGHTS
Used for CALL buttons, intercom calls, outside lines and many other system features.

VOLUME CONTROL KEYS Used to set independent levels for handset, speaker, background music, ring and page volumes.

8 PROGRAMMABLE KEYS WITH TRI-COLOURED LIGHTS Used to call stations directly, to indicate busy conditions of other stations, for One Touch dialling and many other system features.

8 BUTTON FALCON KEYSET



32 CHARACTER DISPLAY
Two lines with 16 characters each.

KEYSET STATUS INDICATOR Used to provide your keyset status.

SCROLL KEY Used to scroll through displays.

SOFT KEYS Used to activate features via the display.

VOLUME CONTROL KEYS Used to set independent levels for handset, speaker, background music, ring and page volumes.

MICROPHONE
For handsfree operation.

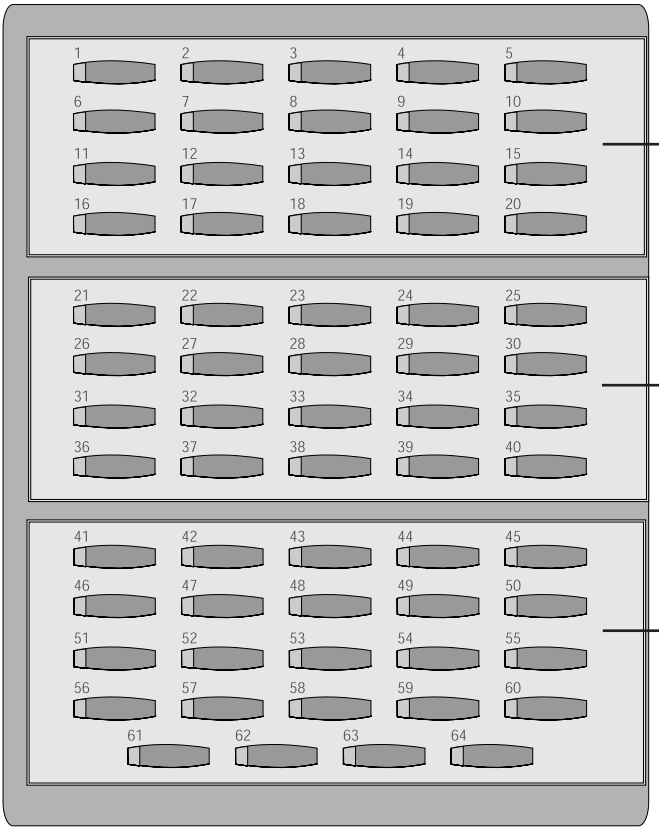
SPEAKER
For handsfree operation and ringing.

HOLD KEY

ANSWER/ RELEASE KEY

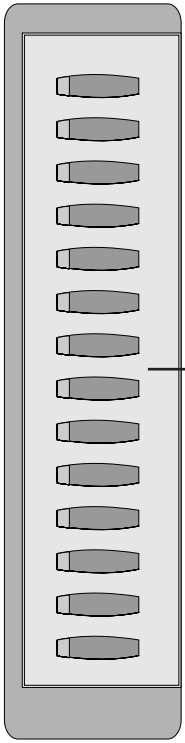
8 PROGRAMMABLE KEYS WITH TRI-COLOURED LIGHTS Used to call stations directly, to indicate busy conditions of other stations, for One Touch dialling and many other system features.

64 BUTTON FALCON AOM



64 PROGRAMMABLE KEYS WITH RED LIGHTS Used to call stations directly, to indicate busy conditions of other stations, for One Touch dialling and many other system features.

14 BUTTON FALCON AOM



14 PROGRAMMABLE KEYS WITH RED LIGHTS Used to call stations directly, to indicate busy conditions of other stations, for One Touch dialling and many other system features.
This is only for 28 and 18 button keyset.

KEYSET DAUGHTER MODULES

[28 AND 18 BUTTON KEYSETS ONLY]

Falcon 28 and 18 button keysets can have one of three different types of daugher module installed on them to enhance the operation of the keyset or to provide an additional local port depending on the type of module.

FALCON KDB-DIGITAL LINE INTERFACE (FKDBD)

If your keyset is connected to a Digital Line Interface (DLI) port that supports 2B+D operation (your installing company can determine this) you may install a daughter module that provides a Digital Line Interface (DLI) port for connection of a digital station device such as a keyset or 64 button module.

FALCON KDB-SINGLE LINE INTERFACE (FKDBS)

If your keyset is connected to a Digital Line Interface (DLI) port that supports 2B+D operation (your installing company can determine this) you may install a daughter module that provides a Single Line Interface (SLI) port for connection of a standard telephone device such as a cordless phone.

FALCON KDB-FULL DUPLEX (FKDBF)

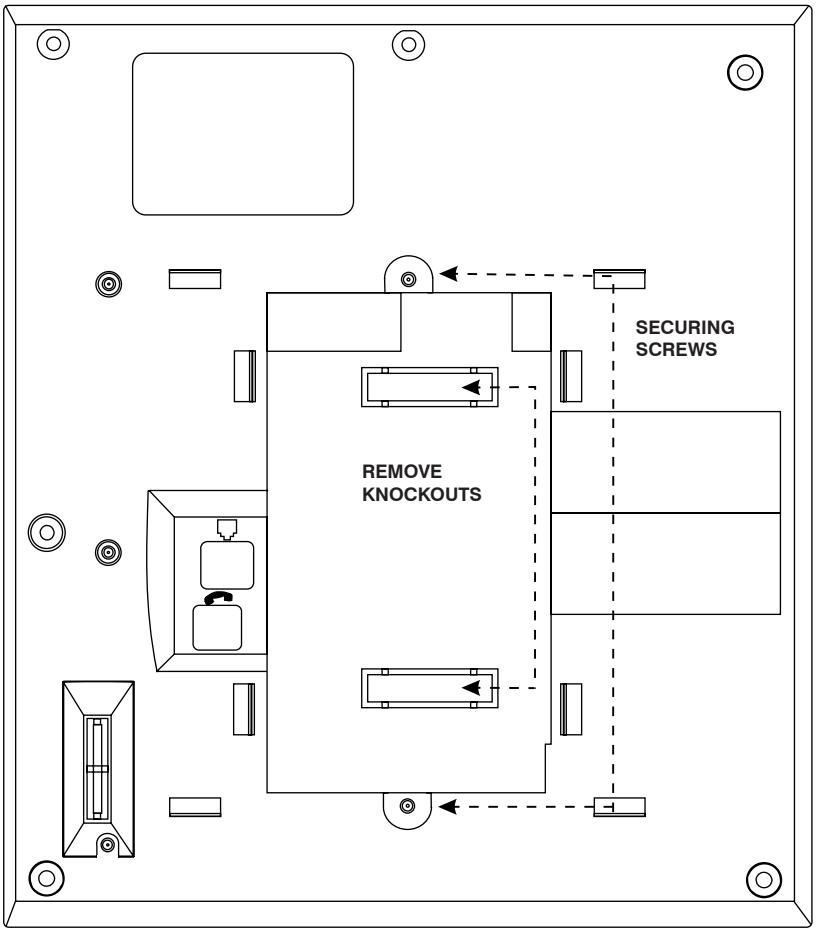
The standard speakerphone mode of operation for a Falcon keyset is “half duplex”. This means that you cannot transmit and receive speech at the same time. Adding a FKDBF to your keyset will convert the speakerphone into full duplex mode enhancing its operation. In addition the FKDBF may have up to three (3) external microphones attached to it for conference room type applications. These microphones require an “EXTMIC” key programmed on the keyset to activate or deactivate them.

ASSEMBLING YOUR KEYSET

- Place the keyset face down on a flat surface.
- Remove the base pedestal by placing your thumbs over the attachment clips and press outward while simultaneously pressing down on the keyset body with your fingertips.
- Plug the handset cord into the jack marked with the symbol.
- Route the handset cord out the RIGHT side of the keyset as you look at it face down.
- Reattach the base pedestal.
- Plug the line cord into the jack on the base of the keyset marked with the symbol and route it through one of the cable channels in the bottom of the base pedestal.

ADDING A KEYSET DAUGHTERBOARD MODULE

- Place the keyset face down on a flat surface.
- Remove the base pedestal by placing your thumbs over the attachment clips and press outward while simultaneously pressing down on the keyset body with your fingertips.
- Remove the two knockouts from the bottom of the keyset.
- Plug in the daughter module and secure with the two screws provided.



OUTSIDE CALLS

MAKING AN OUTSIDE CALL

- Lift the handset and press an idle outside line button, line group button or dial a line access code to receive dial tone—**OR**—press an idle outside line button, line group button or dial a line access code to receive dial tone through the speaker—**OR**—press **SPEAKER** receive intercom dial tone and dial a line access code.
- Dial the telephone number.
- Finish the call by replacing the handset or pressing the **ANS**/**RLS** key.

NOTE: You will receive No More Calls tone when you attempt to make a call and there is no key available for that line.

- If Least Cost Routing is enabled on your phone system, this button may be labeled **LCR** or accessed by dialling an access code (usually **0**).
- If your system is programmed to require an authorization code before making a call, dial ✱ plus a valid code before selecting a C.O. line.
- If your system is programmed to require an account code before making a call, press the **ACCT** button or dial **47** plus a valid code, press the **ACCT** button again and then select a C.O. line.

For more information on authorization and account codes, see your system administrator.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before dialling.

ANSWERING AN OUTSIDE CALL

- Lift the handset and you are automatically connected to the ringing call. See *Ring Preference under Customizing Your Keyset*—**OR**—press the **ANS**/**RLS** key to automatically answer on the speakerphone.

NOTE: If a call is flashing at your keyset but not ringing, you must press the flashing button to answer.

UNIVERSAL ANSWER

Outside lines may be programmed to ring a general alerting device. To answer calls ringing this device, dial **67** or press the **UA** key. This device can operate in the Day or Night mode.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before dialling.

RECALL DIAL TONE

Press the **NEW** button to disconnect your existing call, wait for dial tone and then make a new call on the same line.

NOTE: If this button does not appear on your keyset, the **FLASH** key may be programmed to recall dial tone.

SENDING A FLASH

While on an outside call, press the **FLASH** key to send a flash to the telephone company. This is required for some custom calling features or CENTREX use.

BUSY LINE QUEUING WITH CALLBACK

If you receive a busy signal when you are selecting an outside line, this means that the line or group of lines is busy.

- Press the **CBK** key or dial **44**. You will hear confirmation tone.
- When the line becomes free, the system will call you back.
- Lift the handset or press the **ANS**/**RLS** key to answer, wait for dial tone and dial the telephone number or speed dial number again.

NOTES:

1. A callback will be canceled if not answered within 30 seconds. If you have set a callback, your **CBK** key will light.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before dialling.

CANCELLING CALLBACK

A callback will be canceled if not answered within 30 seconds. If you have set a callback, your **CBK** key will light.

Your phone may have a maximum of five callbacks on stations and/or lines set at a time. To cancel a callback:

- Press the **CBK** key or dial **44**. You will hear confirmation tone.
- While you are listening to confirmation tone, press the **HOLD** key. This will cancel the oldest callback that you have set.

NOTES:

1. If the hot keypad feature is turned off, you must first lift the handset or press the **SPEAKER** key before dialling.

INTERCOM CALLS

CALLING OTHER STATIONS

- Dial the extension number or group number.
- Wait for the party to answer. If you hear a brief tone burst instead of ring-back tone, the station you called is set for Voice Announce or Auto Answer. Begin speaking immediately after the tone.
- Finish the call by replacing the handset or pressing the **ANS**/**RLS** key.

NOTES:

1. If you have a **DSS** key assigned to an extension or station group, you may press this key instead of dialling the number.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

ANSWERING INTERCOM CALLS

- When your keyset rings, simply lift the handset—**OR**—press the **ANS**/**RLS** key to be connected to the calling station.
- Finish the call by replacing the handset or pressing the **ANS**/**RLS** key.

See *Ring Preference* under *Customizing Your Keyset*.

VOICE ANNOUNCE MODE (INTERCOM CALLS ONLY)

When another station calls you, your keyset will sound a brief attention tone and you will hear the caller's announcement.

- Press **ANS**/**RLS** to turn on the microphone and speak handsfree—**OR**—lift the handset to reply.
- To finish the call, replace the handset or press the **ANS**/**RLS** key.

AUTO ANSWER MODE (INTERCOM CALLS ONLY)

When another station calls you, your keyset will sound a brief attention tone and then automatically answer the call.

- Your microphone and speaker are turned on and you can speak hands-free. For privacy, use the handset.
- To finish the call, replace the handset or press the **ANS**/**RLS** key.

BUSY STATION CALLBACK

When you call another station and receive a busy signal:

- Press the **CBK** key or dial **44**.
- When the busy station becomes free, your keyset will ring.
- Lift the handset or press **ANS**/**RLS** to call the now idle station.

NOTES:

1. A callback will be cancelled if not answered within 30 seconds. If you have set a callback, your **CBK** key will light.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before dialling.

BUSY STATION CAMP-ON

When you call another station and receive a busy signal but you do not want to wait for a callback:

- Press the **CAMP** key or dial **45**.
- The called station will receive off-hook ring tone repeated every few seconds and its first available **CALL** button will flash green to indicate your call is waiting.
- Wait for the called party to answer.
- The called station must release its first call or place it on hold before answering your camp-on.

NOTES:

1. If you receive No More Calls tone, that station has no available key to accept your call. Hang up or leave a message.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

CALLING YOUR SYSTEM OPERATOR

- Dial **0** to call your system operator or group of operators.
- If you want to call a specific operator, dial that person's extension number.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

CALL PROCESSING

SYSTEM HOLD

- When you are connected to any call, press **HOLD**. The call will flash green at your keyset. If this call appears on a line key at other keysets, it will flash red at those keysets.
- To take the caller off hold, press that key and the green flashing light will go steady green again. Resume the conversation.

NOTE: While on a call, pressing a line key, route key or flashing CALL button will automatically put your first call on hold and connect you to the new call. See *Automatic Hold* under *Customizing Your Keyset*.

EXCLUSIVE HOLD

To place an outside call on hold at your phone so that other users cannot get it:

- Press the **HOLD** button twice. The call will flash green on your keyset and this line will show a steady red light on other keysets.
- To retrieve the call, press the flashing green line button or press the **HOLD** button a third time.

NOTE: Intercom calls will always be placed on exclusive hold.

REMOTE HOLD

When you wish to place a call on hold at another station. Press **TRANSFER** and dial the station number (or press the appropriate DSS key). Press the **HOLD** key. This will place the call on system hold on an available CALL button or Line Key at the remote station and return you to dial tone.

NOTES:

1. If the destination station does not have any free CALL buttons or line keys you will hear No More Calls tone and must return to the other party by pressing the **TRANSFER** key (or the RETURN soft key in the display).
2. Intercom calls cannot be remote held.

HOLD RECALL

If you leave a call on hold longer than the hold timer, it will recall your station. The button that the call appears on will have a slow flashing amber light.

- When your phone rings, lift the handset or press the **ANS**/**RLS** key to answer the recall.

- If you do not answer this recall within a pre-programmed period of time, it will go to the system operator.

CONSULTATION HOLD

When you are talking on an outside line and it is necessary to consult with another extension:

- Press the **TRANSFER** key; you will receive transfer dial tone. Your call is placed on transfer hold.
- Dial the extension number.
- Consult with the internal party.
- Press **TRANSFER** to return to the outside party or hang up to transfer the call.

NOTE: Repeatedly pressing the **TRANSFER** key will toggle between the outside party and internal extension.

RETRIEVING CALLS HELD AT ANOTHER STATION

When a line is on hold and it appears on your keyset, press the line button with the red flashing light.

When a line is on hold and it does not appear on your keyset, dial **12** plus the line number or the extension number of the station that placed the call on hold.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

CALL PARK

You can park an outside call in one of 10 “parking orbits”.

- Press the PARK key and dial the orbit number required (0-9); the key which the call was on will flash.
  OR
- Press a dedicated PARK key which will also flash.
- To have the call picked up by another station notify the station user of the parking orbit number.

To pick up a parked call.

- Press the PARK key followed by the orbit umber required or press the flashing PARK key.

TRANSFERRING CALLS

Transfer is used to send any call to another extension in one of two ways. You can do a screened transfer by informing the other extension who is calling or you can do a blind transfer without notification.

- While on a call, press the **TRANSFER** key and dial an extension number or group number. Your call is automatically put on transfer hold. **OR**
  Press a **DSS** key or station group key. Your call is automatically put on transfer hold.
- Hang up when you hear ringing (this is an unscreened or blind transfer). **OR**
  Wait for the called party to answer and advise him/her of the call and hang up. If the transfer is refused, you will be reconnected to the outside line when the called station hangs up or you can press **TRANSFER** to return to the outside party. If you wish to send the call to another extension without waiting for the first station to hang up, simply press another **DSS** button. **OR**
  Press the **CALL** button or C.O. line key to return to the outside party and begin the transfer process again.

When you are transferring a call to a keyset set for Voice Announce or Auto Answer, the transferred call will always ring.

NOTES:

1. After the inside party answers, you may alternate back and forth between the parties by pressing the **TRANSFER** key.
2. If you receive No More Calls tone, that station has no key available to receive another call. Press **TRANSFER** to return to the other party.
3. You cannot transfer an Intercom call by pressing a DSS key. You must press the **TRANSFER** key and dial the destination extension number.

TRANSFER WITH CAMP-ON

When you are transferring a call to another station and you receive a busy signal, you may camp the call on to this station. Simply hang up when you hear the busy signal. The called party will be alerted that a call is waiting for them.

NOTE: If you receive No More Calls tone, that station has no key available to receive another call. Press **TRANSFER** to return to the outside caller.

TRANSFER TO VOICE MAIL

This feature is used to send a call directly to a voice mailbox. Your keyset must have a correctly programmed **VT** key to accomplish this. To transfer a call directly to a voice mailbox:

- While on a call, press the **VT** key and dial the mailbox number.
- Hang up when dialling is completed.

CALL WAITING

If an outside call has been camped-on to your phone or another station has camped-on to you:

- Your keyset will ring and the call that is waiting for you (camped-on) will flash green.
- Press the flashing button to answer; your other call will go on hold automatically if your station has the Automatic Hold feature set. If not, you must press **HOLD** and then the flashing button. **OR**
  Finish the first call and hang up; the waiting call will ring.
- Lift the handset or press the **ANS**/**RLS** key to answer.

NOTE: Intercom calls will not go on Automatic Hold.

CONFERENCE CALLS

You may conference up to five parties (you and four others) with a maximum of 2 external parties (eg outside lines or remote extensions) in any order.

- While engaged in a conversation, press the **CONF** key and receive conference tone.
- Make another call, either intercom or outside, press the **CONF** key and receive conference tone.
- Make another call or press the **CONF** key to join all parties.
- Repeat the last step until all parties are added.

NOTE: When attempting to add another party to the conference and you are not able to reach the desired person, hang up. Simply press the **CONF** key again to return to your previous conversation.

To drop a party from your conference call:

- Press **CONF** and dial the extension or line number that is to be dropped.
- Press **CONF** again to reestablish the conference.

NOTE: To leave the conference, hang up. Control is passed to the next internal station. If there are no internal stations and you wish to leave outside

lines connected together in a trunk to trunk conference, press the **CONF** key plus the **CALL** button that the call appears on or follow the instructions to drop a party and use your extension number. When they hang up, the lines will release automatically. Press **CONF** to rejoin a trunk to trunk conference.

FORWARDING CALLS

You may forward your calls to another station, group of stations or an external telephone number. Program a destination for the type of forwarding you want as detailed below. If you have **FWD ALL**, **FWD BUSY** and **FWD NO ANSWER** keys, press one to turn that forward feature on. A steady red light reminds you what forward condition is activated.

You can clear all call forward conditions set at your station by lifting the handset and dialling **600**.

FORWARD ALL CALLS

To forward all your calls under any condition to another station:

- Dial **601** plus the extension or group number.
- Receive confirmation tone and hang up.

NOTES:

1. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.
2. The station that receives a Forwarded All call can transfer the call to the forwarded station. This is useful when you are expecting an important call but you do not wish to be disturbed by other calls.
3. When a station user places his/her keyset in Forward All mode and he/she does not have a **FORWARD ALL** key, the **TRANSFER** key will light to indicate Forward All has been set and calls to this station have been transferred elsewhere.

FORWARD BUSY

To forward calls to another station when you are on the phone:

- Dial **602** plus the extension or group number.
- Receive confirmation tone and hang up.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPEAKER** before you begin dialling.

FORWARD NO ANSWER

To forward calls to another station when you do not answer:

- Dial **603** plus the extension or group number.
- Receive confirmation tone and hang up.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

FORWARD BUSY/NO ANSWER

If you have both a Forward on Busy destination and a Forward No Answer destination programmed, you may set both of these at the same time:

- Dial **604**.
- Receive confirmation tone and hang up.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

FORWARD FOLLOW ME

When you want all calls to your extension forwarded to the extension where you are now:

- Dial **605** plus your extension number.
- Receive confirmation tone and hang up.

If you want a specific extension's calls forwarded to your phone (Remote Call Forward):

- Dial **605** plus the desired extension number.
- Receive confirmation tone and hang up.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

FORWARD TO AN EXTERNAL NUMBER

To forward outside calls to a number outside of your business, you must have a FWD EXTERNAL button on your keyset.

- While on-hook, press **TRANSFER** and then dial **102**.
- Dial **5**.
- Dial the trunk or trunk group access code followed by the telephone number that you want.
- Press **TRANSFER** to store.

- Press **FWD EXTERNAL** to turn the feature on and press it again to turn the feature off.

NOTES:
1. External Call Forward will cancel all other call forwarding instructions.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

CALL FORWARD OPTIONS

A display keyset may review or change call forward options and destinations. Call forward access can be done via the keypad or by accessing the keyset display features. To review or change call forward options:

- Press **TRANSFER 102**.
- Dial **0-5** to select the forward type (e.g., 1) **OR**
  Press **UP** or **DOWN** to select the forward type
  Press the right soft key to move the cursor
- Dial the destination number (e.g., **202**) OR
  Press **UP** or **DOWN** to select the destination
  Press the right soft key to move the cursor
- Dial **1** to set **OR**
  Press **UP** or **DOWN** to select **YES** or **NO**
- Press **TRSF** to store and exit

STATION CALL PICKUP

To pick up (answer) a call ringing at another station, lift the handset and dial **65** plus the extension number of the ringing phone.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

GROUP CALL PICKUP

To pick up (answer) a call ringing in any pickup group, lift the handset and dial **66** plus the desired group number **01–20** or press the flashing **GROUP PICKUP** key if available.

NOTES:
1. A group pickup key can have an extender for a specific pickup group.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before dialling the access code.
3. Station and group pickup features cannot be used to answer recalls to a station, only new ringing calls and operator recalls.

DIALLING FEATURES

SPEED DIALLING

You can dial a preprogrammed telephone number stored in the system-wide speed dial list of numbers 500–999 or from your personal list of numbers 00–49:

- With the handset on-hook, press the **MEMORY** key or dial **16**.
- Dial the desired speed dial number.
- The telephone number is automatically dialled for you.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

PROGRAMMING PERSONAL SPEED DIAL NUMBERS

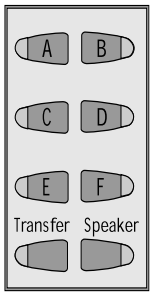
You can program frequently dialled telephone numbers in a personal speed dial list. A station may be assigned up to fifty numbers, **00–49**. See your system administrator to determine the amount assigned to your station.

- While on-hook, press **TRANSFER** and then dial **105**.
- Dial a speed dial number (**00–49**).
- Dial a line or line group access code.
- Dial the telephone number to be stored (18 digits maximum). It can include #, ✱, FLASH and PAUSE.
- Press **TRANSFER** to store the number.

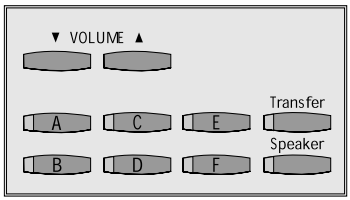
NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

For the purposes of programming speed dial numbers, the programmable keys are known as **A**, **B**, **C**, **D**, **E** and **F** and are defined below.

28B KEYSET
18B KEYSET
DEFAULT
PROGRAMMING
KEYS LAYOUT



8B KEYSET DEFAULT
PROGRAMMING
KEYS LAYOUT



- The **A** key is not used.
- The **B** key inserts a flash.
- The **C** key inserts a pause.
- The **D** key is used for pulse to tone conversion. If your system uses rotary (or pulse) dialling C.O. lines, pressing **D** while entering a speed dial number causes all subsequent digits to be sent as DTMF tones.
- The **E** key is used to hide digits. Display keyset users may want to hide some speed dial numbers so that they will not show in the display. When you are entering a telephone number, press **E**. All subsequent digits will be hidden. Press **E** again to begin displaying digits.
- The **F** key is used to enter a name. See *Personal Speed Dial Names* under *Display Features.*
- Use the **HOLD** key to clear a speed dial number.

ONE TOUCH SPEED DIALLING

You may assign any speed dial number to an already existing One Touch Speed Dial button for quick and easy dialling of frequently used numbers.

- While on-hook, press **TRANSFER** and then dial **107**.
- Press a One Touch Speed Dial button.
- Dial the speed dial number (**00**–**49** or **500**–**999**) that you want assigned to this button.
- Press **TRANSFER** to store your selection.

To call this telephone number, just press the One Touch Speed Dial button. NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

LAST NUMBER REDIAL

To redial the last telephone number you dialled, press the **LNR** key or dial **19**.

NOTES:

1. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.
2. Redial does not apply to intercom calls.

SAVE NUMBER WITH REDIAL

To save the number you just dialled for later use, press the SNR key before hanging up.

To redial this saved number at any time, press the **SNR** key or dial **17**. The same line will be selected for you.

NOTES:
1. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.
2. The saved telephone number is stored in memory until you save another number.
3. Redial does not apply to intercom calls.

CHAIN DIALLING

You may manually dial additional digits following a speed dial number or chain as many speed dial numbers together as required:

- After the first speed number is dialled, press **MEMORY** again and dial another speed number **OR** manually dial additional digits following a speed dial number.

AUTOMATIC REDIAL/RETRY

When you are making an outside call and you receive a busy signal, the system can automatically redial the number for you. It will automatically redial at a pre-programmed interval for up to 15 attempts.

- When you hear a busy signal, press the **RETRY** button.
- The system will reserve the line and automatically redial the same number for you. You will hear the call being made through the keyset speaker. The microphone is muted.
- When the called party answers, you must pick up the handset or press the **ANS**/**RLS** key before you can begin speaking. You must answer within 10 seconds.

NOTES:
1. If you make another call, auto-redial is canceled.
2. To cancel a retry, lift and replace the handset.

PULSE TO TONE CHANGEOVER

When making an outside call on a dial pulse line, press #. All digits dialled after the # with be sent as tones.

DIAL BY VOICE

Dial by Voice is the ability to record a voice pattern into a digital format and store it to an addressable location. When the Dial by Voice feature is activated, it will sample, identify, retrieve and process the associated stored data. This latest technology has been applied to the area of personal speed dialling. It allows the calling party to speak a name into the handset and have the system place a call. This feature can be used by all types of stations.

NOTE: The Dial by Voice features require optional software and/or hardware. Please see your service and installation company for details.

To use Dial by Voice:

- Change your station passcode (see *Changing Your Passcode*).
- You must be assigned to a channel of the VDIAL card. Check with your system administrator or the installation and service company.
- Assign personal speed dial numbers (see *Programming Personal Speed Dial Numbers*).

RECORDING A DIAL BY VOICE NAME

- Lift the handset.
- Press the **VREC** key or dial **682**.
- Enter your station passcode.
- Enter the personal speed dial bin number, e.g., **05**.
- After the short tone burst, begin speaking the name into the mouthpiece of the handset.

NOTE: Say the name as one word (e.g., John Hannon, pronounced JohnHannon). Avoid like names such as Ted, Red and Fred.

- If you are successful, you will hear a short tone burst confirming the name recording. If you hear error tone, rerecord the name following the above procedure.

PLACING A DIAL BY VOICE CALL

- Lift the handset.
- Press the **VDIAL** key or dial **681**.
- Speak the desired name into the mouthpiece of the handset.
- If you are successful, the call will be placed. If you hear error tone, repeat the procedure.

POSSIBLE CAUSES FOR DIAL BY VOICE FAILURE

- The desired name is not recorded.
- The personal speed dial bin you have selected is empty.
- All trunks or trunk groups are busy.
- You are denied access to the dial by voice feature.
- Background noise interfered when the name was recorded or when the name was spoken to place the call.

PAGING AND MESSAGING

MAKING AN INTERNAL PAGE

To make an announcement through the keyset speakers:

- Lift the handset.
- Press the **PAGE** key or dial **55**.
- Dial the desired zone number **1**, **2**, **3** or **4**.
  OR
  Dial **0** to page all internal zones.
- After the attention tone, make your announcement.

NOTE: If you have a dedicated page zone key, it is not necessary to press **PAGE** and dial a zone number.

MAKING AN EXTERNAL PAGE

To make an announcement through the external paging speakers:

- Lift the handset.
- Press the **PAGE** key or dial **55**.
- Dial the desired zone number **5**, **6**, **7** or **8**.
  OR
  Dial **9** to page all external zones.
- After the attention tone, make your announcement.

NOTE: If you have a dedicated page zone key, it is not necessary to press **PAGE** and dial a zone number.

ALL PAGE

To page all designated keysets and external speakers at the same time:

- Lift the handset.
- Press the **PAGE** key or dial **55**.
- Dial ✱ or press the **ALL PAGE** key.
- After the attention tone, make your announcement.

NOTE: The LED on the **PAGE** key will only light when an All Page is in progress.

MEET ME PAGE

- Lift the handset.
- Press the Meet Me Page (**MMPG**) key or dial **54**.
- Dial the desired zone number.
- After the attention tone, instruct the paged person to dial **56**.
- Press **WAIT** or **TRANSFER**.
- Remain off-hook until the person dials **56** from any phone.
- The paged person will be automatically connected with you.

CALL PARK AND PAGE

When you have an outside call for someone who is not at his/her desk, you can park the call and page the requested party:

- While in conversation, press the **PAGE** button. The call is automatically parked at your station.
- Dial the desired page zone and announce “park” and your extension number or the line number. Hang up.

To retrieve a parked call:

- Dial **10** plus the number that was announced. If you have a **PARK** key, press it and dial the number that was announced.
- You will be connected to the parked call.

NOTES:

1. If the parked call is not retrieved within a pre-programmed period of time, it will recall your keyset and have a slow flashing amber light. You cannot park and page intercom calls.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

SETTING A MESSAGE INDICATION

When you are calling another station and no one answers or you receive a busy signal, you can leave a message indication:

- Press the **MESSAGE** key or dial **43** and receive confirmation tone.
- Hang up. The **MESSAGE** key on the called station will light. Standard telephones receive special dial tone as a message indication.

NOTES:

1. A station can have up to five message indications.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

CANCELLING MESSAGES

To cancel a message indication that you left at another station, dial **42** plus the extension number of the station at which you left a message.

To cancel all message indications left at your keyset, dial **42** plus your extension. Your **MESSAGE** light will go out.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

RETURNING MESSAGES

- Press the **MESSAGE** key or dial **43**. The first station that left a message will be called automatically. If that station does not answer, your **MESSAGE** light will stay on.
- Repeat until all messages have been returned in the order received.
- Your **MESSAGE** light will turn off when all messages have been returned.

NOTES:

1. Display keyset users can view message indications and return them in any order. See *Viewing Message Indications* under *Display Features*.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.
3. If a message has been left at your keyset by a keyset in Auto Answer, you must manually cancel the message after it has been returned.

PROGRAMMED MESSAGES

When you will be away from your phone for any length of time, leave a programmed station message. Display stations calling you will see this message and be informed of your status or follow your instructions.

- Dial **48** plus any of the message codes **01–20** listed on the back of this user guide.
- To cancel this message, dial **48** plus **00**.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key.

You can have multiple programmed message keys and each one can have a different message code:

- Press any programmed message key. The message is set and the key will light red. Press the key again to turn off.
- Pressing another programmed message key will turn the previous one off and set a new programmed message.

CONVENIENCE FEATURES

DO NOT DISTURB

Use this feature when you want to block calls to your keyset.

- While on-hook, press the **DND** key or dial **401**. The **DND** key flashes to remind you of this mode.
- To cancel DND, press the **DND** key again or dial **400**. The **DND** light turns off. You can make calls while in the DND mode.

NOTES:

1. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key.
2. If you place your keyset in DND mode and you do not have a **DND** key, your **KEYSET STATUS INDICATOR** will flash to indicate DND status.

ONE TIME DND

If you are on a call and you do not wish to be interrupted while on that call, you can press the **DND** key and place your station in Do Not Disturb. When you hang up at the end of the call, DND will be automatically canceled and your keyset will be able to receive new calls. This feature requires a **DND** key.

MUTE

You can mute the handset transmitter or the microphone during any conversation:

- Press the **MUTE** key. It will light red.
- To resume speaking, press the **MUTE** button again. The light turns off.

BACKGROUND MUSIC

When a music source is supplied, you may listen to music through the speaker in your keyset:

- While on-hook, press the **HOLD** button to hear music.
- Press the **HOLD** button again to turn music off.

You can set the level of background music by using the **VOLUME** keys while listening to the music. This does not affect the speakerphone level.

APPOINTMENT REMINDER/ALARM CLOCK

This feature works like an alarm clock. Use it to remind yourself of an appointment later in the day (TODAY ONLY) or as a daily reminder every day (DAILY). You can set up to three alarms. Each one can be either a TODAY ONLY or a DAILY alarm.

When the alarm rings, you will hear three short rings repeated three times. Lift the handset to answer the alarm. If you do not, the alarm will alert you two more times at five minute intervals.

To set alarms:

- Press **TRANSFER** and then dial **112**.
- Dial the alarm number **1**, **2** or **3**.
- Dial the time at which you want the alarm to sound. Enter the time as HHMM (hours and minutes) using the 24 hour clock.
- Dial **0** (NOT SET), **1** (TODAY ONLY) or **2** (DAILY) to select the alarm type.
- Press **TRANSFER** to save.
- Repeat for each alarm if needed.

To cancel individual alarms:

- Press **TRANSFER** and then dial **112**.
- Dial alarm number **1**, **2** or **3**.
- Press the **HOLD** key.

NOTE: Display keysets can show a reminder message. See *Alarm Reminder Messages* under *Display Features*.

ANSWERING THE DOOR PHONE

When you are programmed to receive calls from a door phone:

- You will receive three short rings repeated.
- Lift the handset or press **ANS**/**RLS** key. You are connected to the door phone.
- If an electric door lock release is installed, dial **13** to unlock the door.

CALLING THE DOOR PHONE/ROOM MONITOR

You may call the door phone and listen to what may be happening outside or in another room.

- Dial the extension number of the door phone.
- You will be connected to the door phone and you can listen or have a conversation.
- If an electric door lock release is installed, dial **13** to unlock the door.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key.

EXECUTIVE/SECRETARY HOT LINE

If programmed, an executive and a secretary can have a hot line between them. When the executive station is in the DND mode, all of its calls will ring the secretary station.

- Either person can press the **BOSS** key to make a voice call to the other station.
- Using the hot line will override DND at the other station. This key will light red when the other station is in use.

To transfer a call to a Boss Station in DND:

- Press the **TRANSFER** key followed by the **BOSS** key.
- Wait for the **BOSS** to answer to announce the call and hang up to complete the transfer **OR**
- Hang up to complete a blind transfer after pressing the **BOSS** key.

GROUP LISTENING

When you are engaged on a call and you are using the handset, you may want other people to hear the distant party's voice over the speaker:

- Press the **LISTEN** key to turn on the speaker. The microphone is not in use, so the distant party does not hear other parties present in your office.
- Press **LISTEN** again to turn the speaker off and resume private conversation.
- Repeat if necessary.

NOTE: Depending on speaker volume and the acoustics of your office, it may be advisable to turn the group listening feature off before hanging up. This will eliminate a momentary squeal.

ACCOUNT CODES

When equipped with optional equipment, your system will allow calls to be charged to a specific account:

- During any outside C.O. call, press the account (**ACCT**) key.
- Enter the account code (maximum 12 characters including ✱ and #). Press the **ACCT** key again. Your conversation will not be interrupted.

NOTE: If you make an error before you complete the account code, press the **ACCT** key twice and redial the correct code. Only the last account code dialled will be printed.

LOCKING YOUR KEYSET

You can lock your keyset to prevent other people from making or receiving calls with it while you are away. You can unlock it when you return.

- While on-hook, press **TRANSFER** and then dial **100**.
- Dial your four digit station passcode.
- Dial **1** to lock or **0** to unlock.
- Press **TRANSFER** to store your selection.

OFF-HOOK VOICE ANNOUNCE

Keysets may receive a voice announcement while on another call. The calling station must have an **OHVA** key. When you are in DND, you cannot receive OHVA calls. The OHVA feature will work with intercom and transferred calls.

To make an off-hook voice announcement:

- Dial the extension number or press the **DSS** key.
- When you receive a busy signal, press the **OHVA** key.
- After the attention tone, begin speaking.
- Finish the call by replacing the handset or pressing the **ANS**/**RLS** key.

NOTES:

1. When you are voice announcing to a station close to you, use the handset to avoid an echo effect.
2. You cannot off-hook voice announce to single line telephones.

When you receive an off-hook voice announcement, if you are using the handset, you will hear the announcement in the handset receiver. If you are using the speakerphone, you will hear the announcement over the keyset speaker. In both cases, you can continue to speak to the original party.

- Press the flashing **CALL** button on your keyset. This will place the original party on hold and allow you to talk to the announcing party.
- To return to your first party, press the key corresponding to your original call. This will disconnect the OHVA call.

OHVA BLOCK

Your keyset can be programmed with an OHVA Block (**BLOCK**) key. Pressing this key will prevent anyone from making an OHVA to you until you press the button again and cancel the blocking.

OHVA REJECT

Your keyset can be programmed with an OHVA Reject (**REJECT**) key. Pressing this key while receiving an OHVA call will disconnect the voice announcing party and return you to your original call.

IN GROUP/OUT OF GROUP

If your keyset is assigned to a station ring group, you can remove your keyset from the group and then put it back in. While you are out of the group, you can receive calls to your extension number but not calls to the group number. If you have an **IN**/**OUT** key:

- Press the **IN**/**OUT** key. It will light red when your keyset is in the group.
- Press the **IN**/**OUT** key again to exit the group and turn the light off. Repeat as necessary.

If you do not have an **IN**/**OUT** key:

- Dial **53** plus the group number plus **0** to exit the group or **1** to enter the group. Repeat as necessary.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPEAKER** key.

The **IN**/**OUT** key can include an extender to indicate the specific group that this key will affect. This means that if you are in multiple groups, you can decide for which groups you will receive calls.

CUSTOMIZING YOUR KEYSET

AME BGM

This feature selects whether a station using Answer Machine Emulation will hear their personal greeting or BGM while callers are listening to the personal greeting. A BGM source must be selected for this to work. This feature only applies if there is a CADENCE card or an SVMi-4 card installed in the system and your keyset has a programmed AME key.

- While the handset is on-hook, press **TRANSFER** and then dial **110**.
- Press **01** to turn on AME BGM or **00** to turn it off.
- Press **TRANSFER** to store your selection.

AME PASSWORD

This feature allows people using the AME feature to enable password protection. This will prevent unauthorized people from listening to your messages being left. The passcode is the same as your station passcode. This feature only applies if there is a CADENCE card installed in the system and your keyset has a programmed AME key.

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **11** to turn on AME PSWD or **10** to turn it off.
- Press **TRANSFER** to store your selection.

SELECT RING TONE

Each keyset user can select any one of eight ring frequencies:

- While on-hook, press **TRANSFER** and then dial **111**.
- Dial **1**–**8** or press the **UP** and **DOWN** keys to hear each tone.
- When you hear the tone that you prefer, press **TRANSFER** to save it.

CHANGE YOUR PASSCODE

From the factory, your station passcode is 1234. You can change your station passcode whenever you desire.

- While on-hook, press **TRANSFER** and then dial **101**.
- Dial your old passcode.
- Dial a new passcode (must be four characters). You can use **0**–**9**.
- Redial the new passcode to verify. If successful, you will hear two beeps. Four beeps indicate an incorrect code. Reenter the code again.
- Press **TRANSFER** to store the new passcode.

SET ANSWER MODE

You can receive internal calls in one of three modes (see *Answering Intercom Calls* under *Intercom Calls* for descriptions):

- While on-hook, press **TRANSFER** and then dial **103**.
- Dial **0** for Ringing, **1** for Auto Answer or **2** for Voice Announce.
- Press **TRANSFER** to store your selection.

NOTE: When your keyset is programmed for Auto Answer and you have Forward No Answer (FNA) turned on, you must answer screened transfers by pressing the **ANS**/**RLS** key before your FNA timer expires or the call will forward.

AUTOMATIC HOLD

While on an outside call, pressing a line key, route key or a flashing **CALL** button will automatically put your call on hold and connect you to the next call. This feature can be turned on or off at your keyset.

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **21** to turn Automatic Hold on or **20** to turn it off.
- Press **TRANSFER** to store your selection.

NOTE: Intercom calls can be automatically put on hold by pressing **TRANSFER**.

HEADSET OPERATION

Keyset users can switch between headset mode and handset mode. When using headset mode, press the **ANS**/**RLS** key to answer and release calls.

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **41** to use the headset or **40** to use the handset.
- Press **TRANSFER** to store your selection.

Your keyset may be equipped with a Headset mode key. If it is so equipped pressing this key while the light is out will cause the keyset to enter headset mode and the light will illuminate to indicate this. Pressing the key while the light is lit will cause the keyset to return to handset mode and the light will go out.

HOT KEYPAD

On your phone system your keyset's keypad can be made "live" or "hot" so that it is not necessary to lift the handset or press the **SPEAKER** key before you begin dialling. Calls can be made and features activated by sim-

ply dialling the C.O. line number, trunk group access code, intercom number or feature access code. To activate this feature:

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **51** to turn the Hot Keypad on or **50** to turn it off.
- Press **TRANSFER** to store your selection.

KEY CONFIRMATION TONE

You can hear a short beep (confirmation tone) each time you press a button on the dial pad. This tone can be turned on or off.

- While on-hook, press **TRANSFER** and then dial **110**.
- Dial **60** to turn tones off or **61** to turn tones on.
- Press **TRANSFER** to store your selection.

REJOINING A PAGE

This feature allows you to hear the remaining portion of an ongoing internal page after you return your keyset to idle. To enable this feature:

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **71** to turn this feature on or **70** to turn it off.
- Press **TRANSFER** to store your selection.

RING PREFERENCE

This feature automatically answers ringing calls when you lift the handset or press the **ANS**/**RLS** key. This method will always answer calls in the order they arrived at your keyset. When you turn ring preference off, you must press the flashing button to answer a call, allowing you to answer calls in the order you choose.

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **81** to turn ring preference on or **80** to turn it off.
- Press **TRANSFER** to store your selection.

DISPLAY FEATURES

INTERACTIVE DISPLAY KEYS

The three keys below the display are substitutes for dedicated feature keys and access codes. Pressing one of these keys has the same effect as pressing a programmable key. These keys are called soft keys as their functions are not fixed. They change to present you with the best options for that call condition. The use of soft keys allows the programmable keys to be used for more **DSS** and speed dial keys.

The **SCROLL** key is used to display options available to the user at a particular time or during a specific procedure. Press this key once while in the idle state to view the three main categories available.

201: STN NAME
CALL OTHER ANS

ANSWER: Guides you through the options to answer calls.
OTHER: Guides you through features other than making or answering calls.
CALL: Guides you through the options to make a call.

Select one of the main categories: **CALL**, **OTHER** or **ANS** (**ANSWER**). Press the **SCROLL** key to display additional options available under each of the three main categories. The symbol ➡ displayed as the last character on the lower line of the display indicates that there are additional options. Press the **SCROLL** key to display these additional options.

User instructions will be displayed in lower case letters. Options assigned to soft keys will be in upper case letters.

DIRECTORY INFORMATION

An 11 character directory name can be assigned to each extension number. Display keyset users can view the name of the called or calling station before answering.

Each outside line can have an 11 character directory name. Incoming calls can be easily identified and answered with different greetings.

Outside and internal calls ringing to a station group will display [CALL FOR xxx] where xxx is the station group number. This allows you to answer calls directed to you differently than calls directed to your group.

DIAL BY DIRECTORY

Each station or speed dial number can have an associated directory name. A station or speed dial number can be selected by scrolling alphabetically through a directory name list. This on-line “phone book” allows the user to look up and dial any station or speed dial number in seconds.

- Press the **DIR** key (**DIRECTORY**).
- Select the directory you wish to use: **PERS** (personal speed dial numbers), **SYS** (system speed dial numbers) or **STN** (station names).
- Dial the key on the keypad that corresponds to the first letter of the name you wish to search for.
- Use the **UP** and **DOWN** arrows to scroll through the names.
- Press the **DIAL** soft key to dial the number.

NOTE: A **DIR** key can have an extender to take you directly to one of the above lists.

CALL PROGRESS DISPLAYS

During everyday call handling, your keyset display will provide information that is helpful and in some cases invaluable. Displays like [CALL FROM 203], [TRANSFER TO 202], [701: RINGING], [TRANSFER FM 203], [708 busy], [Camp on to 204], [Recall from 204], [Call for 501], [message frm 204] and [FWD ALL to 204] keep you informed of what is happening and where you are. In some conditions you are prompted to take an action and in other cases you receive directory information.

DISPLAY NUMBER DIALLED

Display keysets begin showing digits as they are dialled. They will stay in the display until the call duration timer comes on automatically or the **TIMER** button is pressed. If the call duration timer is not used, the number dialled will be displayed until the call is released, transferred or put on hold.

CALL DURATION TIMER

The system can be set to automatically time outside calls. A few seconds after you dial a telephone number, the timer appears in the display. It appears immediately for incoming calls. The call timer continues for the duration of the call. Call duration times are displayed in minutes and seconds. If a call lasts longer than 60 minutes, the timer restarts.

You can press the **TIMER** key to manually begin timing a call. Press it again to stop timing. If you press it while the automatic timer is on, the call duration time is restarted.

AUTO TIMER

Display keyset users may have the timer automatically start when they answer incoming calls or after a short delay on an outgoing call.

- With the handset on-hook, press **TRSF** and then dial **110**.
- Dial **31** to turn the auto timer on or **30** to turn it off.
- Press **TRSF** to store your selection.

TIMER FUNCTION

Display keyset users may use this feature as a simple stopwatch.

- When the keyset is idle, press the **TIMER** button to start timing.
- Press the **TIMER** button again to stop timing.
- Read the elapsed time in the display.
- Lift the handset and replace it. The display will return to date and time.

VIEWING MESSAGE INDICATIONS

You can view all of your message indications before you return them:

- With the handset on-hook, press the **MSG** key with the red flashing light.
- The first station that left a message indication will be displayed.
- Press the **UP** and **DOWN** arrows to scroll through the stations that left message indications. Use the soft keys to reply, clear or advance to the next message.
- Press the **ANS**/**RLS** key to return your keyset to the idle condition.

ALARM REMINDER MESSAGES

When you use the alarm/appointment reminder feature, you create a 16 character reminder message. When the alarm rings, your message will appear instead of [ALARM REMINDER]. To program reminder messages:

- Press **TRANSFER** and then dial **116**.
- Dial the alarm number **1**, **2** or **3**.
- Dial the time you want the alarm to go off. Enter the time as HHMM (hours and minutes) using the 24 hour clock.
- Dial **0** (NOT SET), **1** (TODAY) or **2** (DAILY) to select the alarm type.
- Write your message using the dial pad keys. Each press of a key selects a character. Pressing the next key moves the cursor to the next position. For example, if your message is “TAKE MEDICATION,” press **8** once to get the letter “T.” Press **2** once to get “A.” Press **5** twice to get “K.” Continue selecting characters from the following table to complete your message.
- Press the **TRANSFER** key to store the alarm and reminder message.
- Repeat for each alarm if needed.

COUNT	1	2	3	4	5
DIAL 0	<	>	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	Q	R	S	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	Z	9
DIAL *	:	=	[	]	*

NOTES:
1. When the character you want appears on the same dial pad key as the previous character, press UP to move the cursor one space to the right.
2. Other symbols are available for DIAL #.

To cancel an individual alarm and reminder message:

- Press **TRANSFER** and then dial **112**.
- Dial alarm number **1**, **2** or **3**.
- Press the **HOLD** key.
- Press the **TRANSFER** key.

PERSONAL SPEED DIAL NAMES

Each personal speed dial number can have an 11 character name assigned to it. This name is used to select the speed dial bin when you are dialling by directory.

- Press **TRANSFER** and then dial **106**.
- Dial the speed dial bin number **00–49**.
- Write your message using the procedure described in *Alarm Reminder Messages*.
- Press the **TRANSFER** key to store the speed dial name.
- Repeat for each speed dial bin if necessary.

STATION NAMES

You can assign an 11 character name to your keyset. This allows other display keyset users to call you using the directory dial feature.

To program a station name:

- Press **TRANSFER** and then dial **104**.
- Enter the 11 character name using the procedure described in *Alarm Reminder Messages*.
- Press **TRANSFER** to store the name.

MANAGING KEY ASSIGNMENTS

You can view your key assignments and add extenders to some of your programmable keys for easy one touch operation of frequently used features.

An extender is a number that makes an otherwise general key very specific. Adding the digit "4" to a **PAGE** key defines this key for paging zone four. Adding "225" to a different pickup key will define this key as pickup for extension 225 only. The key must already be assigned by the technician.

- While on-hook, press **TRANSFER** and then dial **107**.
- Use the **VOLUME** keys to scroll through all of your programmable keys
  OR
  Press the programmable key to which you want to add the extender.
- When you reach a key listed below, dial the corresponding extender.
- Press **TRANSFER** to store and exit programming.

KEY	DESCRIPTION	EXTENDER
BOSS	Boss/Secretary	1–4
DP	Direct Pickup	Extension or station group number
DS	Direct Station	Any extension number
FWRD	Call Forwarding	0–6
GPIK	Group Pick-Up	01–20
IG	In/Out of Group	Any group you are part of 5XX
MMPG	Meet Me Page	0–9, ✱
PSMG	Programmed Message	01–20
PAGE	Page	0–9, ✱
SG	Station Group	5XX
SPD	Speding Dialling	00–49, 500–999
DIR	Directory	PERS (1), SYS (2) or STN (3)
VT	Voice Mail Transfer	Voice Mail Group (5XX)

NOTE: Confirm that the cursor is placed correctly before you enter the extender.

WHAT IS CALLER ID?

Caller ID or Calling Line ID Presentation (CLIP) is the name given to the Telephone Company provided feature that delivers the telephone number and sometimes the name of the person calling your phone.

The Samsung DCS system supports Caller ID and in fact in the case where the number only is delivered, the system can be programmed to insert a name for a specific telephone number received. Up to a maximum of 250 numbers depending on the type of DCS Telephone system you have installed.

Caller ID is provided by telephone companies as a charged service on both ISDN and analog PSTN lines. However, there are some circumstances where you will not receive the information. The most common reasons for this are:

- The caller has requested the Telephone Company to stop their telephone number being sent.
- The Caller is calling from an area that cannot provide Caller ID eg. International calls.
- Callers are ringing from a Pay phone.
- The Caller ID information is corrupted when received from the telephone company.
- The Telephone Company does not send the Caller ID.
- The Telephone Company may send the name **MOBILE** to the system.

SELECTING YOUR CALLER ID/CLIP DISPLAY

You can decide if you want to see the CLIP name or CLIP number in the display. Regardless of which one is selected, you can press the **NND** key to view the other pieces of CLIP information. To select the type of Caller ID information you wish to view first:

- With the handset on-hook, press **TRANSFER** and then dial **119**.
- Dial **0** for CLIP options.
- Dial **0** if you do not wish to view CLIP information, **1** to view the NUMBER first or **2** to view the NAME first.
- Press **TRANSFER** to exit and store your selection.

VIEWING THE NEXT CLIP CALL

In the event that you have a call waiting or a camped-on call at your keyset, you can press the **NEXT** key to display the Caller ID information associated with the call in queue at your keyset. Either the CLIP name or CLIP number will show in the display depending on your Name/Number selection.

To view Caller ID information for calls that have been camped-on to your keyset, press the **NEXT** key. If your keyset does not have a **NEXT** key, press the **CLIP** key and then the **NEXT** soft key.

SAVING THE CID/ANI NUMBER

At any time during an incoming call that provides CLIP information, you may press the **SAVE** key to save the CLIP number. If your keyset does not have a **SAVE** key, press the **CLIP** key, the **SCROLL** key and then the **SAVE** soft key. The system must be using LCR to dial the saved number.

REDIALLING A SAVED CLIP NUMBER

To redial a number that has been saved, press the **SAVE** key or dial **17**.

NOTES:

1. Your telephone system must have LCR correctly programmed to redial the saved number.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

STORING A CLIP NUMBER

At any time during an incoming call that provides CLIP information, you may save the CLIP number as a speed dial number in your personal speed dial list. To store a Caller ID number in a personal speed dial bin:

- Press the **STORE** key. The system displays the speed dial bin in which the number was stored **OR**
- Press the **CLIP** key and then press the **SCROLL** key.
- Press the **STORE** soft key.
- The system displays the speed dial bin in which the number was stored.

NOTE: Your telephone system must have LCR correctly programmed to redial the saved number. If LCR is not being used on your system, you will not be allowed to STORE CLIP numbers.

INQUIRE CLIP PARK/HOLD INFO

If you are informed that an incoming call is on hold or has been parked for you, you may view the Caller ID information before you retrieve the call. This may influence how you choose to handle the call.

From an idle keyset:

- Press the **INQUIRE** key **OR**
  Press the **CLIP** key and then the **INQUIRE** soft key.
- Dial the trunk number.
- You may now answer the call by pressing the **ANS** key **OR**
  You may use **NND** to view more information about this call **OR**
  You can return to the idle condition by pressing **IGNORE**.

If you are on a call:

- Press the **INQUIRE** key. Your existing call will go on hold **OR**
  Press the **CLIP** key and then the **INQUIRE** soft key to place the first call on hold.
- Dial the trunk number.
- You may now answer the call by pressing the **ANS** key **OR**
  You may use **NND** to view more information about this call **OR**
  You can return to the idle condition by pressing **IGNORE**.

NOTES:

1. If you are on an intercom call or you have Automatic Hold turned off, you must finish the existing call or place it on hold before inquiring.
2. If you inquire about an outgoing call, you will receive a [call no longer available] display.

REVIEWING PAST CLIP CALLS

This feature allows you to review CLIP information for calls sent to your keyset. This list can contain 10–50 calls in a first-in, first-out basis. The list includes calls that you answered and calls that rang your keyset but that you did not answer. When reviewing this list, you can press one button to dial the person back. The system must be using LCR to dial the stored number. To access the CLIP information stored in your REVIEW list:

- Press the **REVIEW** key **OR**
  Press the **CLIP** key and then press the **REVIEW** soft key.
- If you have entries in your review list, the oldest call will be shown first.
- You can now **CLEAR** this entry **OR**
  Use **NND** to view more information about this call **OR**
  Press **DIAL** to call this person back **OR**
  Press **SCROLL** and then press **STORE** to save this number in a personal speed dial bin.

NOTES:

1. Each keyset defaults with ten review bins. Please see your system administrator to determine the number of bins assigned to your keyset.
2. Your system must have LCR correctly programmed to allow you to **DIAL** numbers from the review list or to **STORE** entries from the review list.

LCR WITH CLEAR

When you are making an outside call using LCR and dial an incorrect digit, you can press the **CLEAR** soft key to cancel the digit and continue dialling the telephone number.

This feature does not operate if you have ISDN connected to your system.

64/14 BUTTON MODULE

WITH KEYSET

The 64/14 button module is used when you need more programmable keys added to your keyset. The 64/14 red LED's provide visual indication of calls and features. The extra programmable keys are used exactly like the ones on your keyset. Make them DSS/BLF keys or feature keys. As a DSS/BLF the size of the 64/14 button module allows for greater call status and faster call processing. A maximum of two 64 button modules can be assigned to any keyset.

SYSTEM ACCESS CODES

The DCS telephone system has the following pre-set (default) feature access codes. These codes can be used if a key is not available for the feature you want to use. Standard telephone users must always dial these codes.

9	Call attendant or system operator	55 + 1	Page internal zone 1
10 + xxx	Retrieve parked calls	55 + 2	Page internal zone 2
11	Put calls on and take calls off hold	55 + 3	Page internal zone 3
12 +xxx	Retrieve calls on hold at another station	55 + 4	Page internal zone 4
13	Door lock release	55 + 5	Page external zone 1
16 + xxx	Make speed dial calls	55 + 6	Page external zone 2
17	Save number and redial it	55 + 7	Page external zone 3
18	Recall dial tone for new call	55 + 8	Page external zone 4
19	Last number redial	55 + 9	Page all external zones
2xx	Extension numbers	55 + *	All Page
3xx	Extension numbers	56	Meet Me Answer
400	Cancel Do not Disturb	57	Alarm sensor clear
401	Set Do Not Disturb	58	DISA alarm clear
41	Set Message No Ring	59	Walking class of service
42 + xxx	Cancel message	600	Cancel all call forwarding
43	Set/return messages	601 + xxx	Set Forward All Calls
44	Busy station/line callback	602 + xxx	Set Forward Busy
45	Busy station camp-on	603 + xxx	Set Forward No Ans
46	Set up a conference	604 + xxx	Set Fwd Busy/No Ans
47	Enter account code	605 + xxx	Set Fwd Follow me
48	Set programmed station message	65	Directed call pickup
49	Send flash to outside line	66	Group call pickup
500	Station hunt group	67	Universal Answer
to		681	Voice Dialler
529	Station hunt group	682	Voice Dialler Record
53+grp+0	Out of group	7xx	Individual line numbers
53+grp+1	In group	8x	Line groups
54+zone	Meet Me Page	0	Line group 0 (Local)
55 + 0	Page all internal zones		

PERSONAL SPEED DIAL NUMBERS

CODE	NAME	TELEPHONE NUMBER
00		
01		
02		
03		
04		
05		
06		
07		
08		
09		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		

PERSONAL SPEED DIAL NUMBERS

CODE	NAME	TELEPHONE NUMBER
25		
26		
27		
28		
29		
30		
31		
32		
33		
34		
35		
36		
37		
38		
39		
40		
41		
42		
43		
44		
45		
46		
47		
48		
49		

Part No.: GA68-00112A
Printed in Korea